

14-57

DOCKET FILE COPY ORIGINAL

Received & Inspected

JUL 14 2014

FCC Mail Room

Time-Warner Cable
Corporate Office
1 Time-Warner Center
New York, N.Y. 10019

Dear Time-Warner Cable Corporate Person,

I live in Seguin, Texas where we used to have a local TW office. They moved it to New Braunfels (30 min. away) about a year ago. The next closest TW office/station from here is in San Marcos, about 45 minutes away.

Because of an error that the payment machine made in reading my check last month, I was charged for late payment and other fees. I went to the New Braunfels office to settle the account. After three trips there, your employee there assured me the matter was finally settled. It wasn't. I received an overdue account notice in the mail a few days later.

Today, Monday, July 07, I drove to the New Braunfels office again. How else to settle this thing once and for all? When I arrived, there was a single attendant on one of the windows, and maybe a dozen or so persons waiting in line. It was moving glacially. I finally spoke up and asked the lone attendant where the other service-employees were. "I'm short-handed," she answered without looking up. That was obvious.

I went around the store to look for a manager or other employees. A lone technician appeared at the back of the building. "Where are the other office attendants?" I asked. "I don't know. I'm a technician." His uniform said as much.

So I am addressing a copy of this letter to the Federal Communications Commission. I realize it's a ridiculous gesture on my part to write a complaint about a huge corporation ("Corporations are persons") and send it snail mail to corporate headquarters. But at the very least I will have gotten this complaint against your company's poor service off my chest. Today was my forth trip to New Braunfels to try to fix this. No such luck.

CC: Federal Communications Commission 445 12 St. S.W., Washington, D.C. 20054

Saúl Sánchez
1636 Eastwood
Seguin, TX 78155